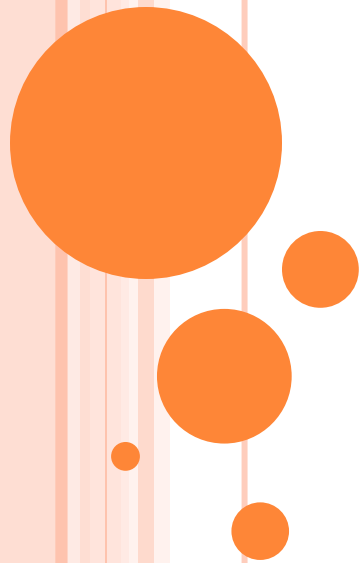


FRONT OFFICE DEPARTMENT

Front Office Department (F/O)

The front office department is the heart of the hotel because the front office department is located in the lobby area of the hotel.



Which is the first and last point that guests must come into contact with Therefore, the front service department must be a department that Impress guests from the first Impression of the hotel. It is also an important information source for guest services and a source of important guest information.



The Lobby and front counter is also a place guests register (Check In), provide services during their stay (Occupancy Service), and pay or return key card when leaving the hotel (Check Out). Operate according to the department structure to ensure the efficiency of the work and the satisfaction of the guests.



FRONT OFFICE DEPARTMENT

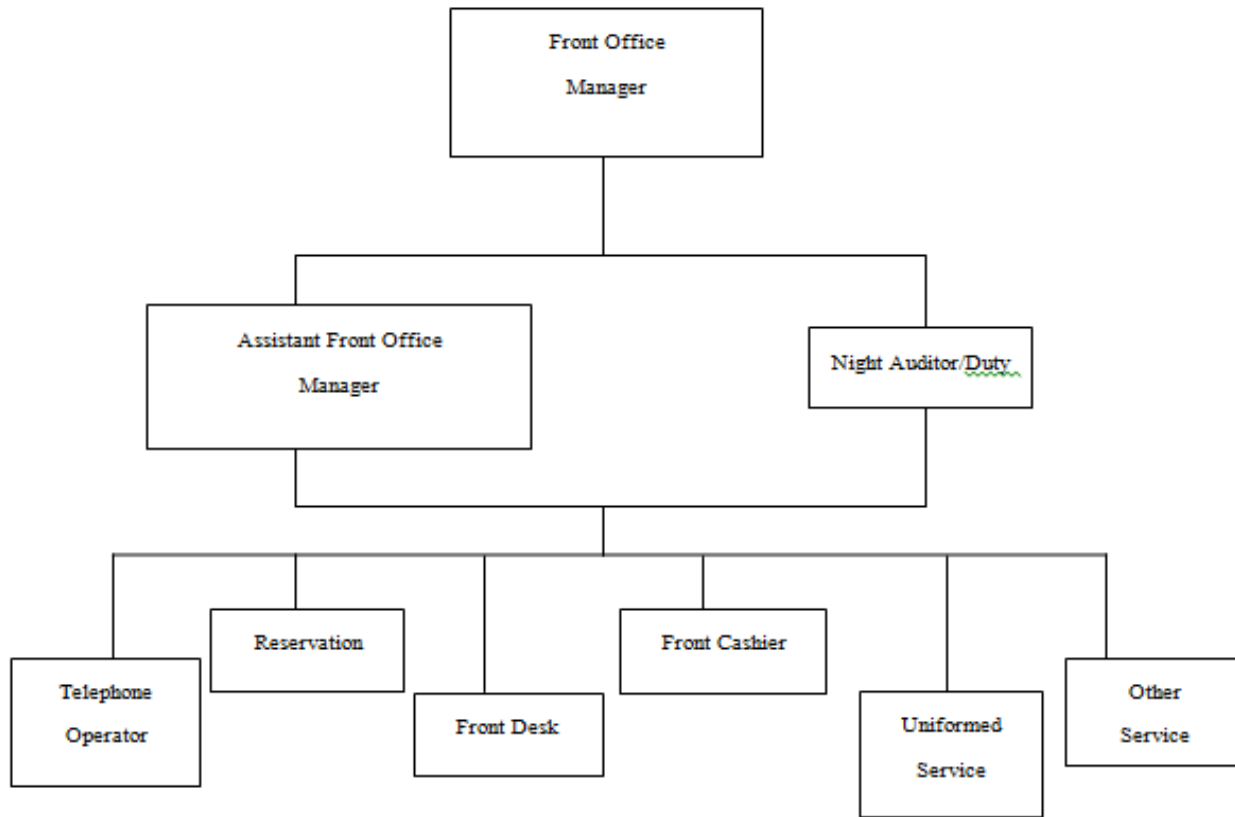
The first department of the hotel that guests come into contact with and is responsible for the management of the guests staying in the hotel. From booking a room, welcoming, preparing rooms for guests to stay Check-in services to guests during their stay in the hotel and when leaving the guest accommodation Room return and service charge payment The important thing is to make a good impression on the first guests so that they feel good and come back again.



THE IMPORTANCE OF FRONT OFFICE SERVICE

The first department and earliest department where guests come into contact with the hotel, including guests staying in the hotel when they have to contact and request services. It is the department that stands out and represents the hotel as a whole. If able to create a first impression for service users will make service users feel warm and friendly I feel that I have received good service and would like to come back to use the service again next time.





FRONT OFFICE DEPARTMENT

ORGANIZATION CHART



POSITIONS AND DUTIES OF FRONT OFFICE STAFF

○ **Front Office Manager**

- Responsible for division of work and scheduling work in the department. take care of discipline Employee presence and appearance planning reservation system Procedures related to setting up rooms for guests Must be experienced, knowledgeable, and able to control the work in the department to be neat and efficient. It sets all objectives and operational policies in the department. in order to estimate the sales of the department's rooms Including training for employees in the department to work efficiently.



ASSISTANT FRONT OFFICE MANAGER

Must be a person with experience, knowledge and expertise in working in the front of the hotel. Able to lighten the workload of front service department managers as well. able to work and make decisions on various matters That can happen when the department manager is away.



NIGHT AUDITOR OR DUTY MANAGER

Responsible for maintaining and controlling the work of the front service department. In case of problems during the night Review reports and documents The cashiers in front of each day prepared and posted as evidence.



TELEPHONE OPERATOR SERVICE

❖ Serves as a communication service both inside and outside the hotel via telephone or telephone switchboard for the hotel (Telephone Switchboard), not only for the guests but also for the staff within the hotel. In addition to communication services The duties of this department also cover fax transmission. wake-up service control television and radio systems as well

- Telephone Operator Supervisor
- Telephone Operator Staff



RESERVATION

- Room Reservation Supervisor
- Room Reservation Staff



FRONT DESK/ RECEPTION/GSA

- Front Desk Supervisor
- GSA (Guest Service Agent) ^{ที่} Check-in, Check-Out
 - GRO (Guest Relations Officer)
 - Front Cashier



UNIFORMED SERVICE

- **Concierge**
- **Bell Boy**
- **Doorman**
- **Valet Service**

